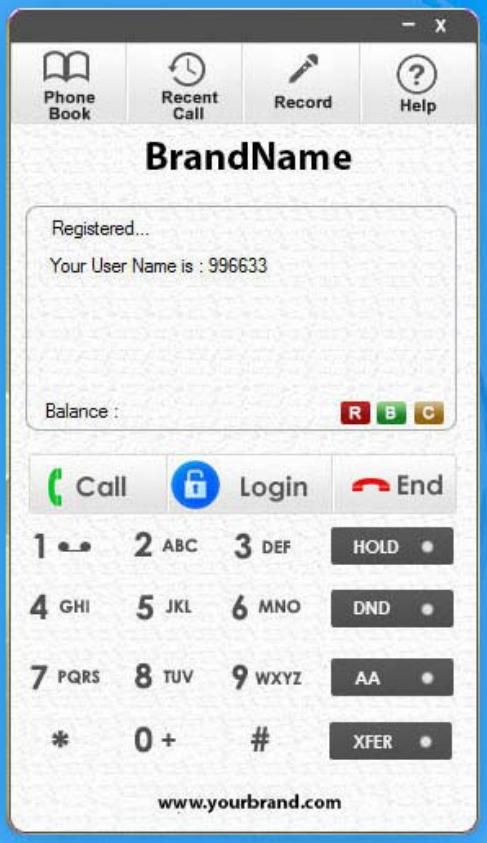
Hosted VOIP$
A Service from Adore Infotech Pvt. Ltd.

Adore™



Hosted Softphone

For Windows

Hosted VoIPS
A Service from Adore Infotech Pvt. Ltd
www.hostedvoips.com

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1. Welcome to Hosted Softphone

1.1 – About Softphone

Softphone is revolutionary software that resides on your internet enabled devices as a "Virtual Phone" and allows you to make cheapest international calls. Not only the price but the quality this software delivers are simply unmatched in the industry. It is packed with latest smart features and bespoke user options to let you enjoy a holistic calling experience. This software has been based on leading SIP standards and is fully interoperable with most major Internet Telephone service provider (ITSP) and VOIP software and hardware. This software also allows you to record calls, make conference calls, redial, speed dial and even transfer calls easily. Softphone comes with default NAT/ Firewall and STUN server support.

No need to make heavy investments in IT infrastructure and its maintenance. Furthermore, you get innovative, smart research based solutions to meet all your calling needs. This highlight is the Mobile Dialer which allows you to make calls to and from the countries where VoIP services are blocked and not provided, such as UAE, Oman, Qatar, Ghana, and some African countries. With our Hosted Softphone you can make calls to wherever you go.

1.1.2 System Requirements

- Processor: Intel Pentium IV or equivalent
- Memory: 256 MB RAM
- Hard Disk Space: 50 MB
- Operating System: WindowsXP,Windows7, Windows8
- Network: IP network connection (broadband, LAN, wireless)
- Sound Card: Full-duplex, 16-bit

1.2 –Features

- Customized with company name
- OP Code
- SIP protocol support
- Call Recording
- DND (Do not Disturb)
- Hold / Unhold
- Redial
- Auto accept cal
- Balance Display
- Display Call history
- Recent Call
- Phone Book
- Silence Suppression
- Echo Cancellation
- Registration Timeout
- Work with all standard SIP SoftSwitches
- Touch Tone

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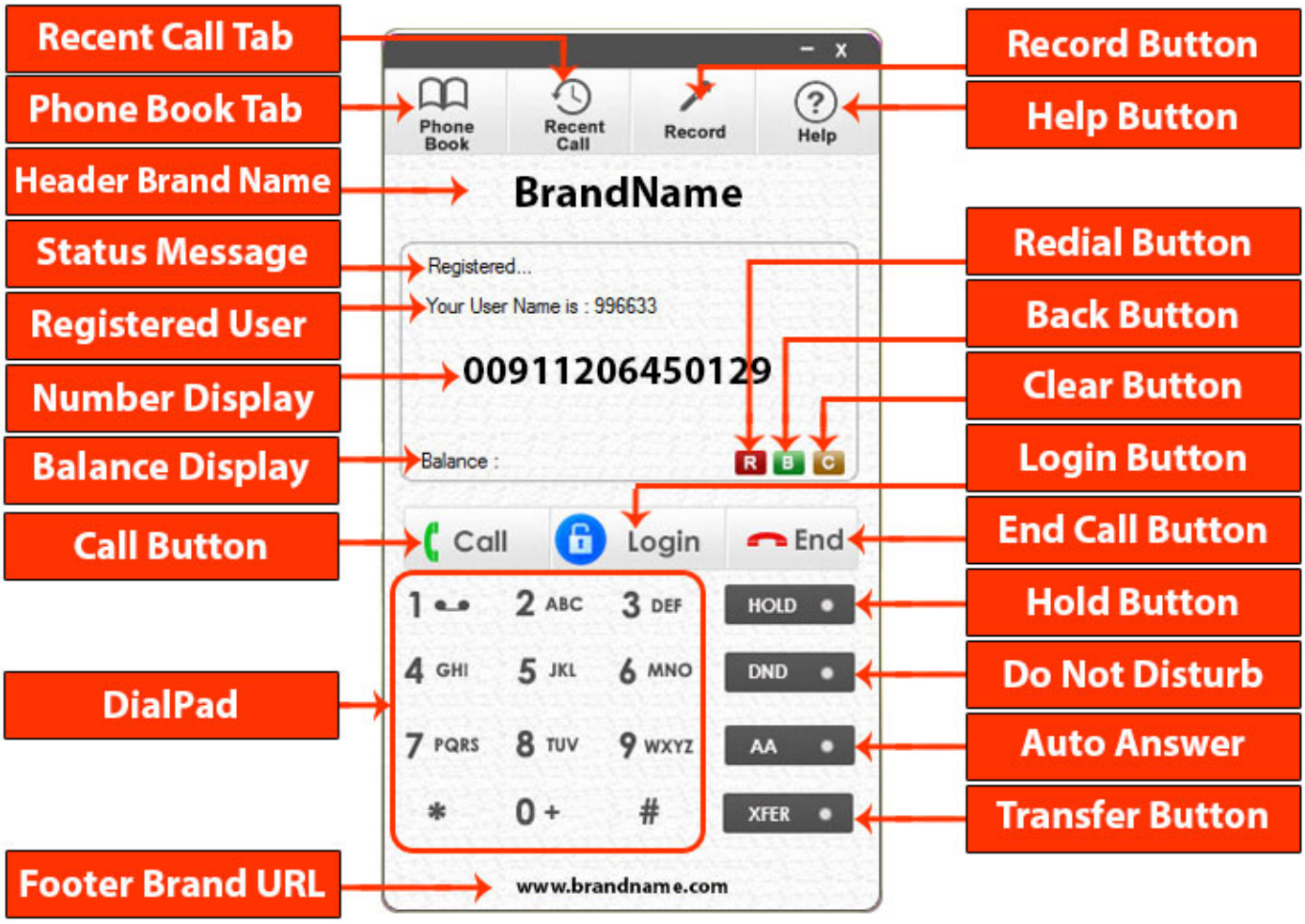
1.3 - Softphone Panel and User Features



2. Installation and Setup

2.1 Account Information Required

After selecting a VoIP service provider, you will need the following information to connect your softphone to the service provider. All these information will be provided by HostedVoIPS:

- OP Code
- User name
- Password

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2.2 Multimedia Device Requirements

Softphone requires both speakers and a microphone to make calls. Any of the following configurations are acceptable:

- External speakers and microphone
- Built-in speakers and microphone
- Headset

2.3 Download Softphone

You have to download the Softphone setup file from our website to install it in your computer device. Downloading the setup file is very easy. You just need to visit our website, fill the Demo form and download the application setup. That's it, you are done.

To download Softphone setup file, Visit: As shown in fig. 2.3
https://www.hostedvoips.com/download.php

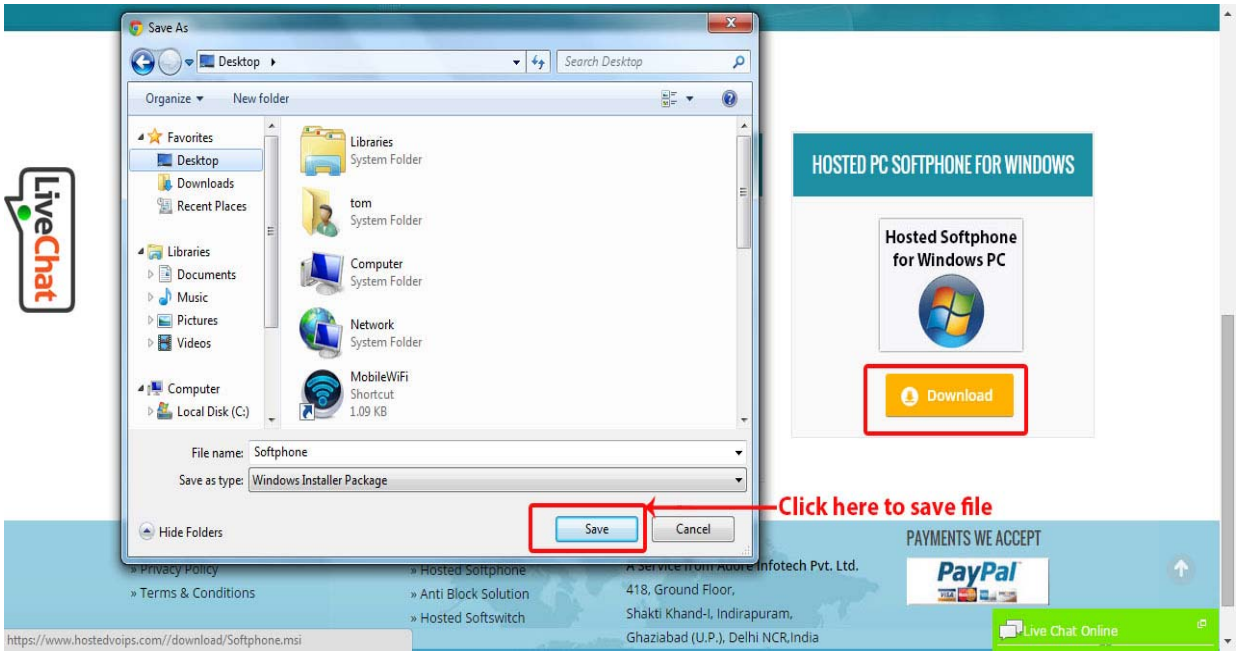

Fig. 2.3

2.4 Install Softphone

The Windows users required the administrative rights to install Softphone. If you are not sure about the administrative rights, then please contact your system administrator. The Windows users need the Microsoft Installer 2.0 or above installed in their system prior to install Softphone. You can download it from www.microsoft.com.

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Now follow these steps to install Softphone in your PC:

2.4.1 - Run the installation file.

- A welcome window will appear in front of you. Click **Next** to proceed. As shown in fig- 2.4.1

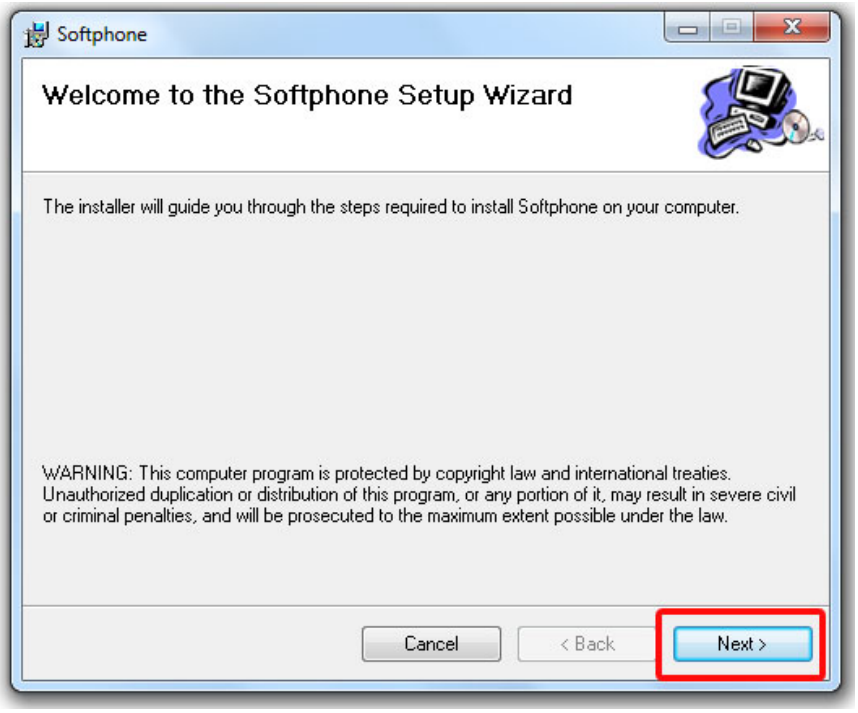
Softphone
Welcome to the Softphone Setup Wizard
The installer will guide you through the steps required to install Softphone on your computer.
WARNING: This computer program is protected by copyright law and international treaties. Unauthorized duplication or distribution of this program, or any portion of it, may result in severe civil or criminal penalties, and will be prosecuted to the maximum extent possible under the law.
Cancel
< Back
Next >

Fig-2.4.1

2.4.2 Select folder where file need to be installed and provide privileges. As shown in fig-2.4.2

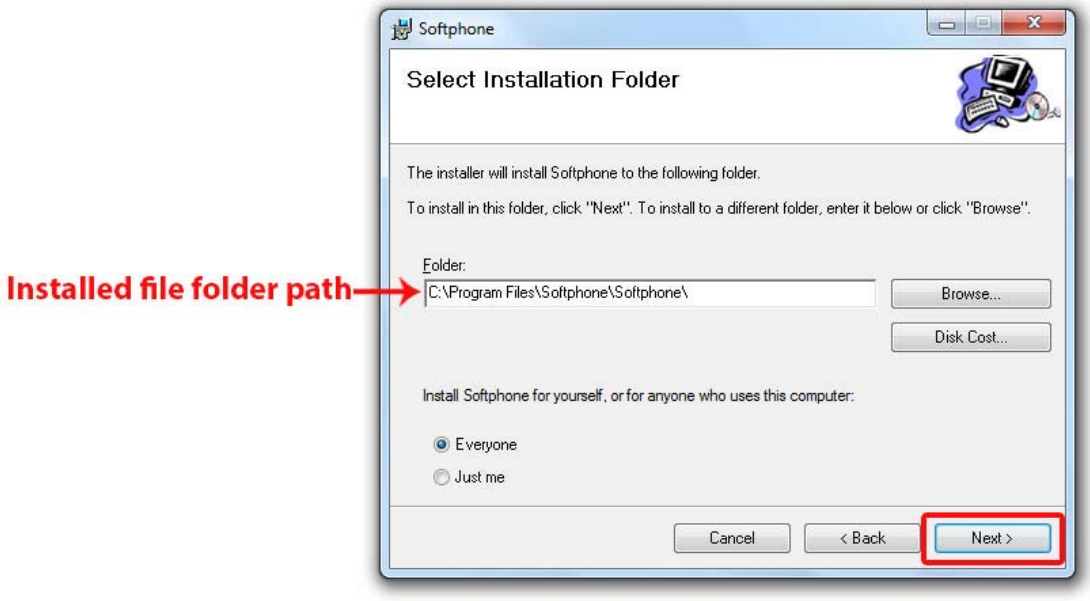
Installed file folder path
Softphone
Select Installation Folder
The installer will install Softphone to the following folder.
To install in this folder, click "Next". To install to a different folder, enter it below or click "Browse".
Folder:
C:\Program Files\Softphone\Softphone\
Browse...
Disk Cost...
Install Softphone for yourself, or for anyone who uses this computer:
Everyone
Just me
Cancel
< Back
Next >

Fig-2.4.2

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2.4.3 – Installer Ready to Install Softphone, Select next to continue. As shown in fig 2.4.3

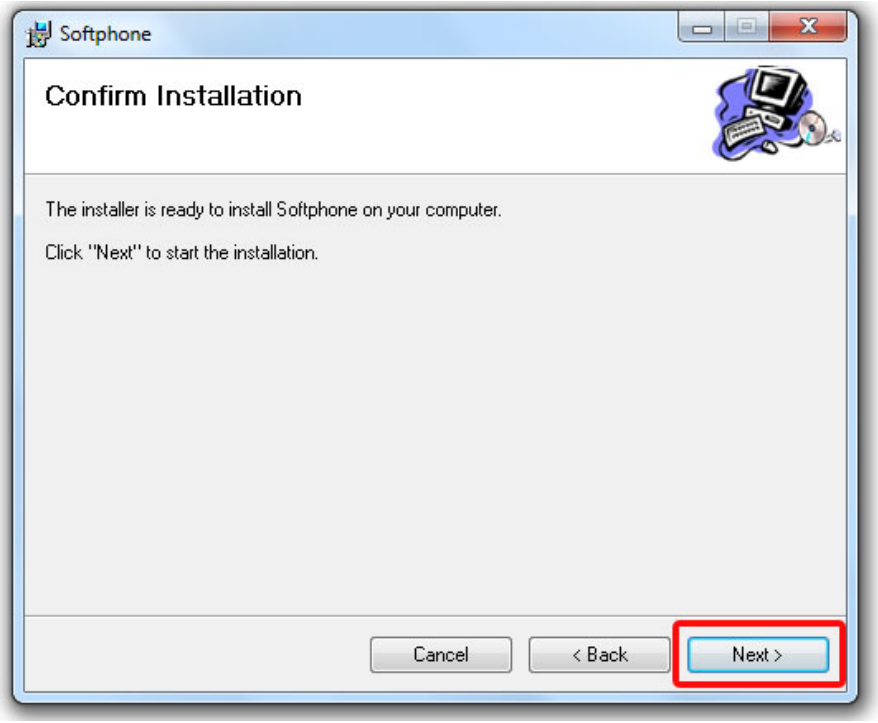
Softphone
Confirm Installation
The installer is ready to install Softphone on your computer.
Click "Next" to start the installation.
Cancel
< Back
Next >

Fig-2.4.3

2.4.4 - When installation completes, click the Close button. As shown in fig 2.4.4

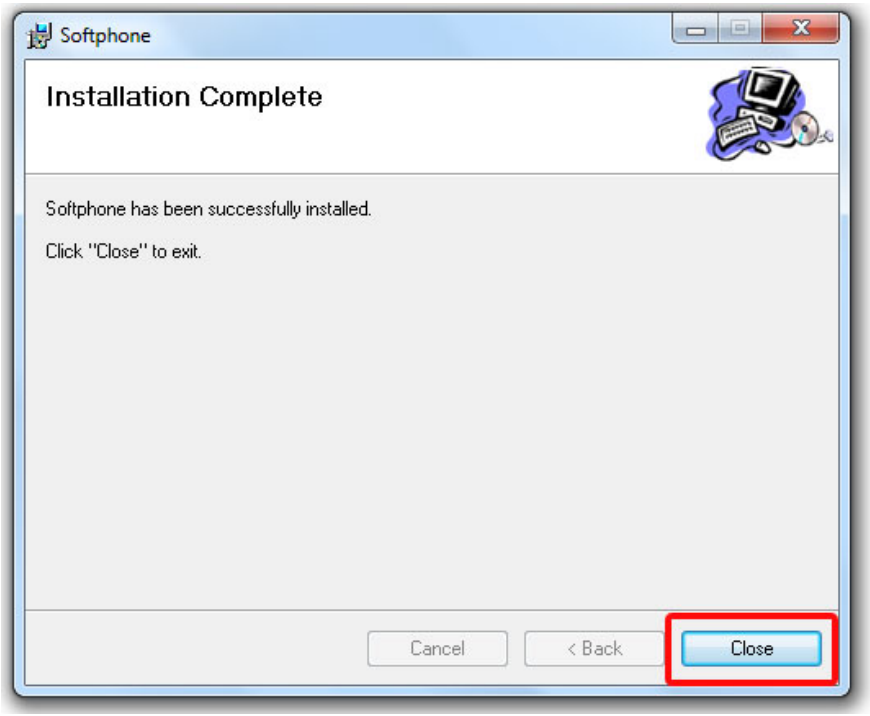

Fig-2.4.4

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2.5 - Uninstall Softphone

To uninstall the Softphone follow these steps:

- Go to Control Panel
- Open Add/Remove Programs
- Select Softphone
- Click Unistall

2.6 Run Softphone

- Go to Windows Start Menu
- Open All Programs Menu
- Now Click on Softphone

OR,

Double Click on the Softphone Icon on desktop

2.7 - Start & Using Softphone

Go to Start -> Softphone Or Click on Softphone Icon on desktop

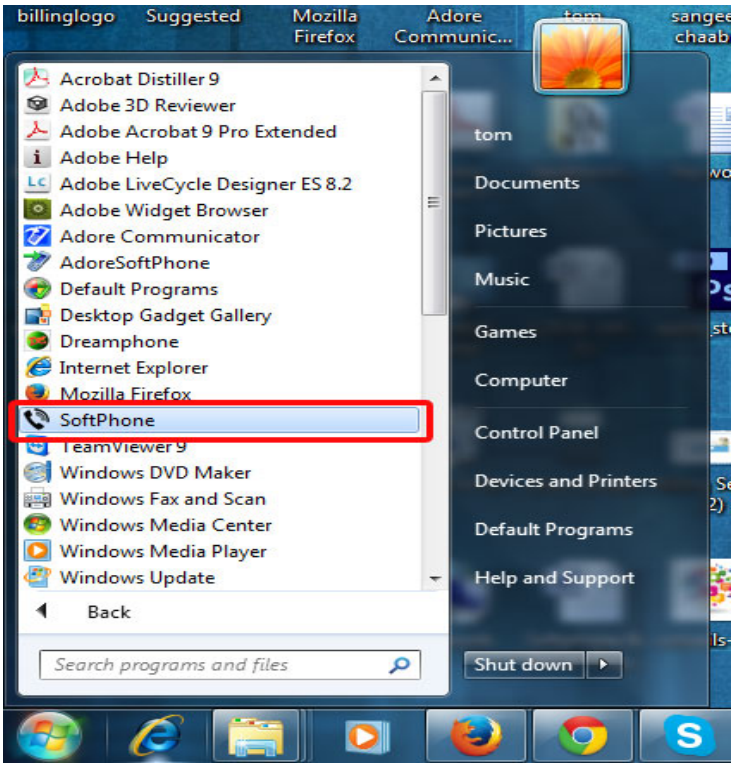

Fig.2.7

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3. Configure Softphone

The Softphone is configured by following step:

1. Application

3.1 Configure Application

Select (Right Click on the Softphone/interface) Options ->Application (Fig 3.1)

- Basic Options
  - Always On top of Other Application

    If Check this Option, Application always on Top of your Desktop.

  - Launch when Windows Start

    If Check this Option, Application automatically starts when windows start.
    This option is automatically added on the list of startup Program list.

  - Confirm before closing application

    If Check this Option, Application display a confirmation message, before closing application.

- Recent Calls

  This Option enable number of calls, you need to display in recent call list.

- Recorded Call Location. (Refer Section 3.5.1)

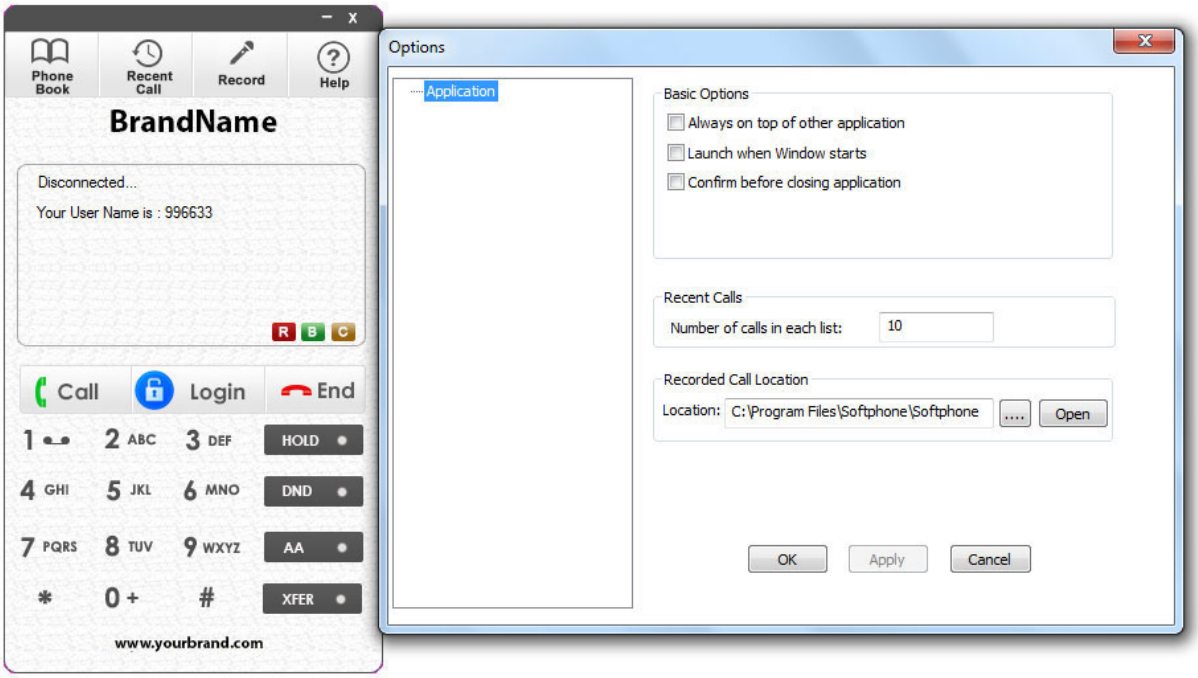

Fig 3.1

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3.2 Registering your Softphone

Follow these steps in order to register your Softphone.

- Run the Softphone
- Login window appears in front of you. As shown in fig-3.5
- Enter OP Code, Username and password
- Press Login Button
- Now Main Softphone window opened with status message "**Registered**"

Fig 3.2

Fig 3.2.1

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3.3 Placing a Call

You can make a call by using **Softphone**

- Dial the number you want to call by using the Dial Pad or from your PC keyboard.
- Press Call button. As Shown in fig- 3.3

Fig 3.3

3.4 Ending a Call

To end the established call, you have to do followings-

- Press the End Call button.
- Session message Display "**Disconnected...**".

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Fig 3.4

3.5 Handling an Established Call

While the call is in progress you can use following features :

- Call Recording
- Hold
- Do Not Disturb (DND)
- Auto Answer (AA)
- Basic Transfer – Transfer this Call

3.5.1 Call Recording

Softphone provide the Call recording functionality to record and listen any calls whenever you want. Follow these steps to use this functionality-

- Press Record button

when call is in progress
- Record button

got highlighted (means your Recording started)

[Note: Recording files get stored at default location. In order to change or check location Right click from mouse on softphone window -> Options -> Application.

You will get the Recorded Call Location. You can change the location by pressing "…" button and selecting your desired location to store recording files. (Fig 3.5.1)

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- Press “Open” button to locate recorded files / play recorded file.

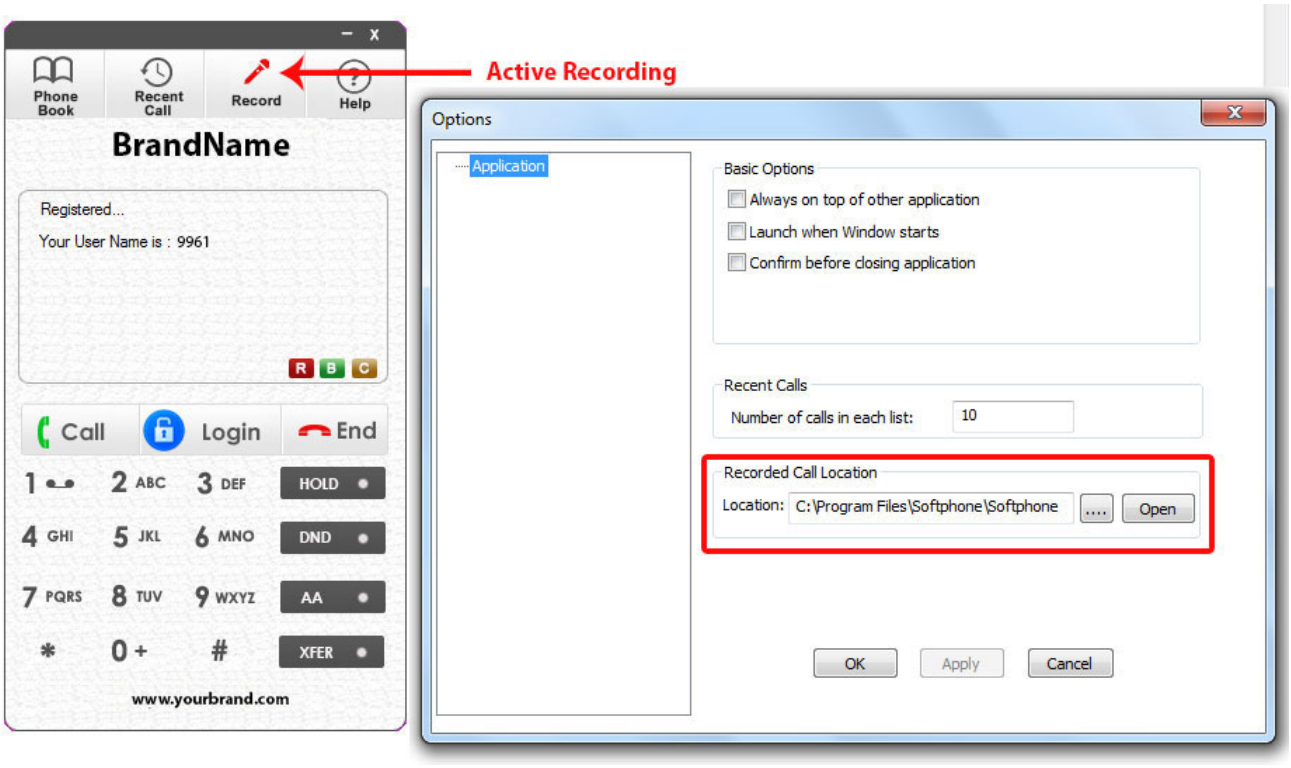

Fig 3.5.1

3.5.2 Hold

You can hold your established call. (As shown in fig- 3.5.2)

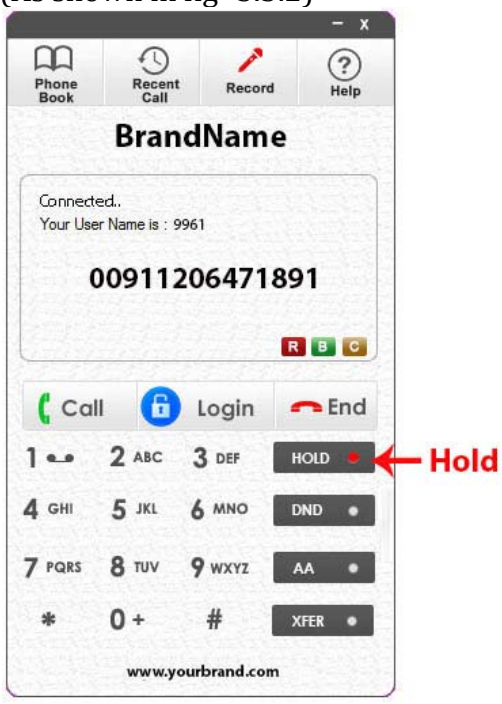

Fig-3.5.2

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3.5.3- Do Not Disturb (DND)

Do Not Disturb (DND) function is meant for blocking all the calls. It means when you activate this function you will not get any call.

To Activate Do Not Disturb (DND)-

- Press DND button

to activate DND.

Deactivate Do Not Disturb (DND)

- Press Active DND button

again to deactivate DND. (Fig 3.5.3)

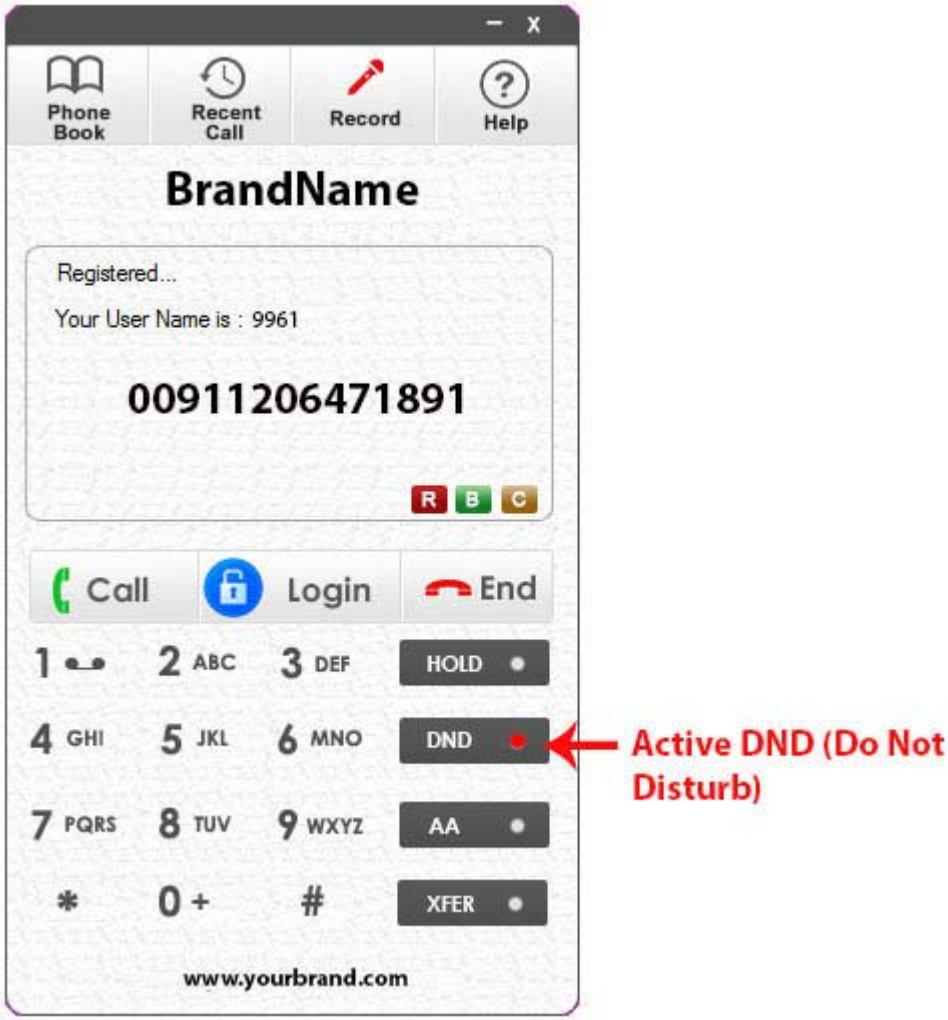

Fig 3.5.3

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3.5.4 Auto Answer (AA)

The Auto Answer functionality is very useful when you are busy with another Call and you want to accept the call. It can automatically pick up the call .

To Enable Auto Answer-

- Press AA button

to activate auto answer.

To Disable Auto Answer-

- Press Active AA button

again to disable Auto answer. (Fig 3.5.4)

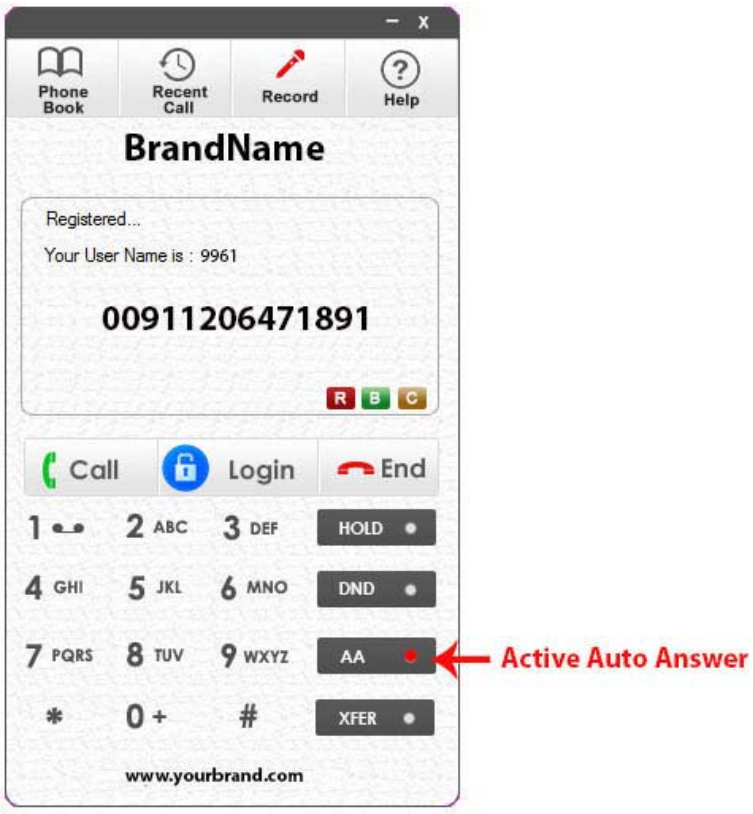

Fig 3.5.4

3.5.5 Basic Transfer – Transfer this Call

If you want to transfer an established call, follow these steps to do so-

- If it is a coming call, first receive it and get connected.
- Press the transfer button

- Dial the number where you want to transfer the call
- Press the call button

- When transferred succeed "**Transferred Succeed**" message appeared on the screen. (Fig 3.5.5a)
- After Call transfer your call gets disconnected (Fig 3.5.5b)

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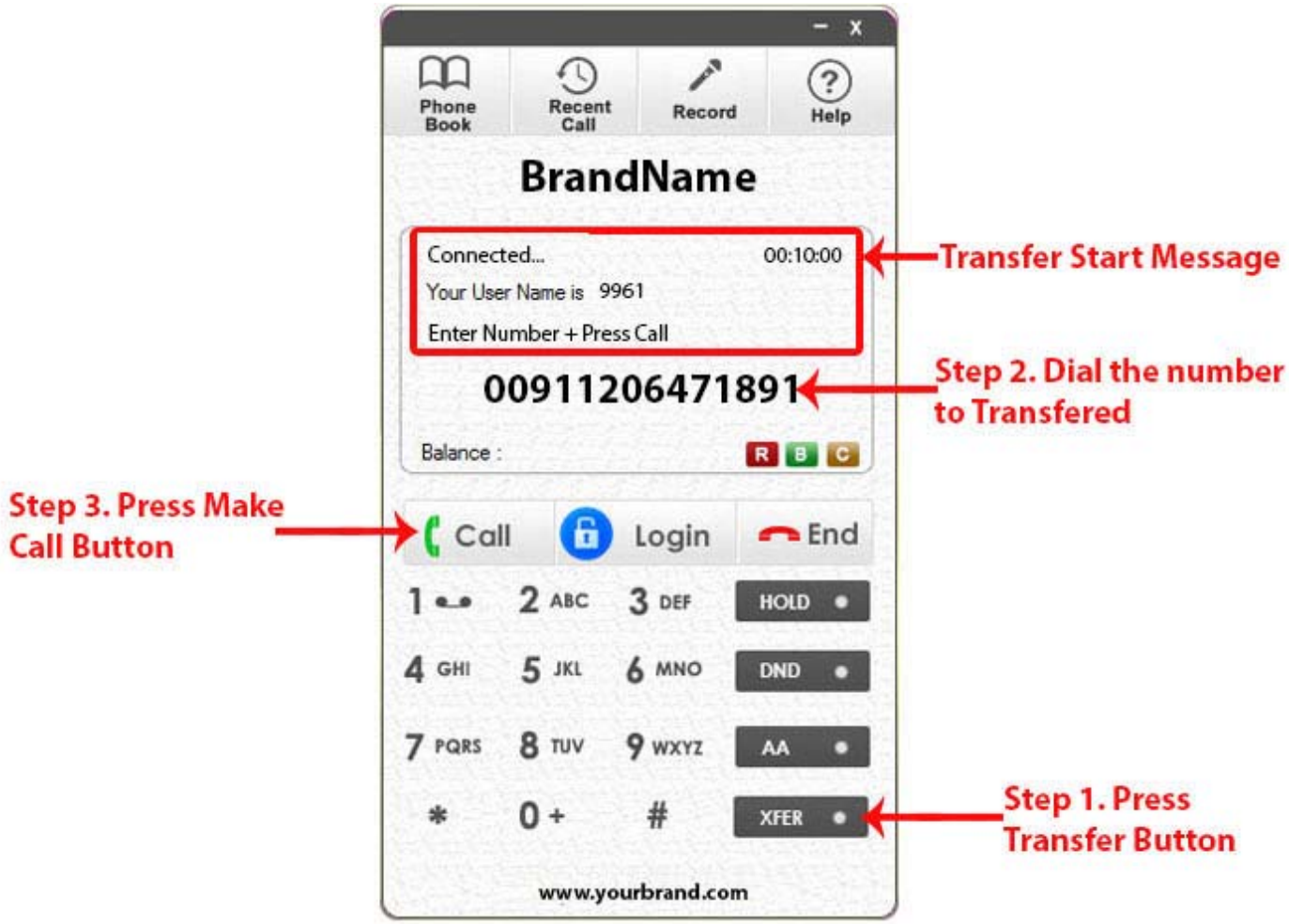

Fig 3.5.5a

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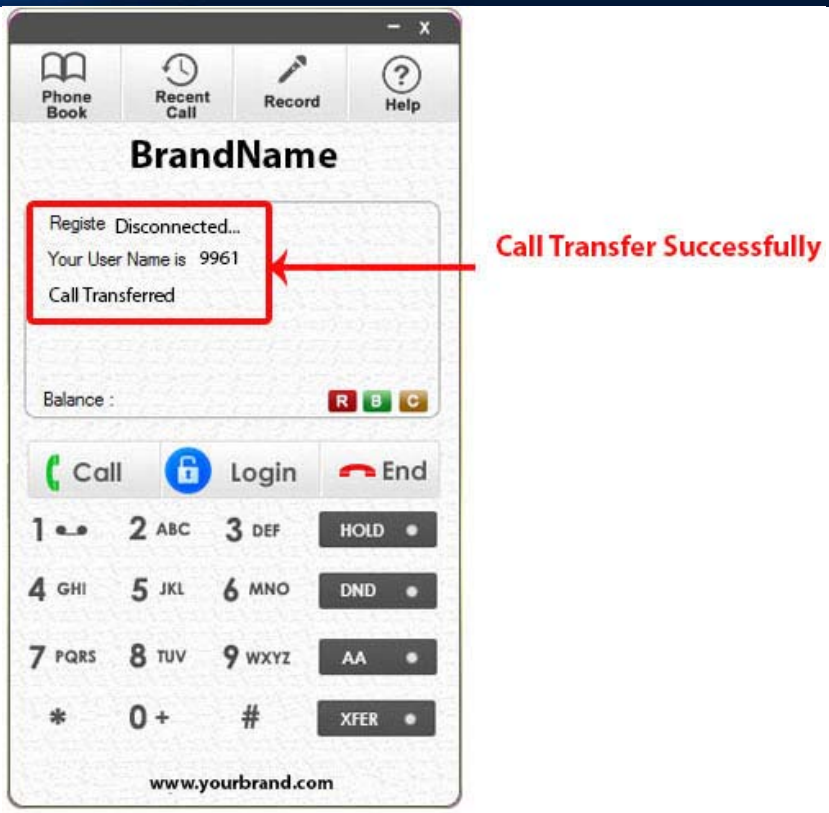

Fig 3.5.5b

4. Using Phone Book

The Softphone Phone book provides the Add, Delete, Search, Edit, and Call options in the contact list through an easy to use interface. You can save unlimited contacts in our Softphone Phone Book.

4.1 Add Contact

- Click on "**Phone Book**" Tab or Right click on the Softphone Interface and Select "**Phone Book**" Option.
- Click on "**Option**".
- From Menu select "**Add New Contact**". As shown in (Fig 4.1)
- Fill the required details.
- [Note: Name and Contact No.* is mandatory]
- Press OK
- Contact details added successfully to your contact List.

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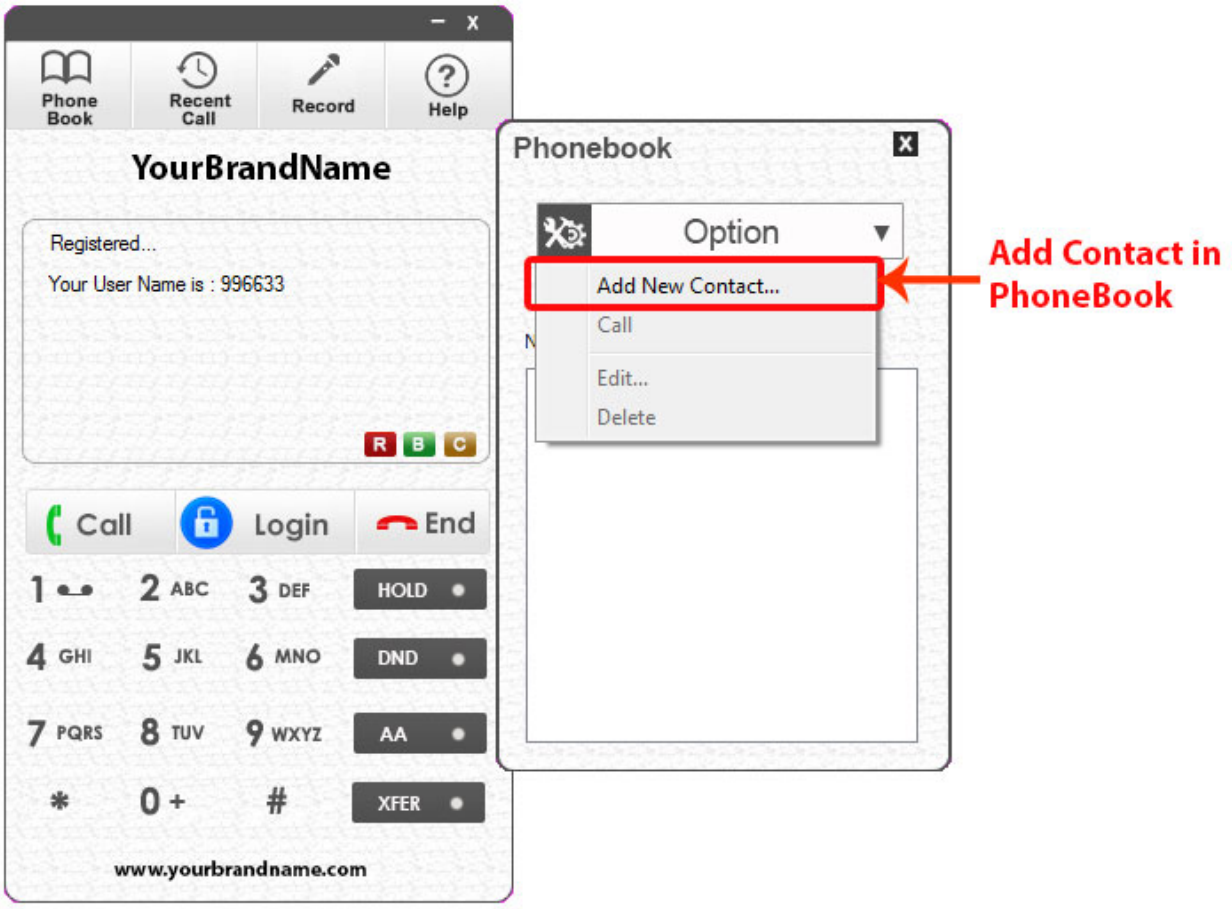

Fig 4.1

4.2 Search Contact

- Click on "**Phone Book**" Tab or Right click on the Softphone Interface and Select "**Phone Book**" Option.
- Type the name of person in the search box. As shown in (Fig 4.2)
  [It automatically shows the name in the Name List respective to the text inserted in the search box if the entered name is present in the Phone book.]

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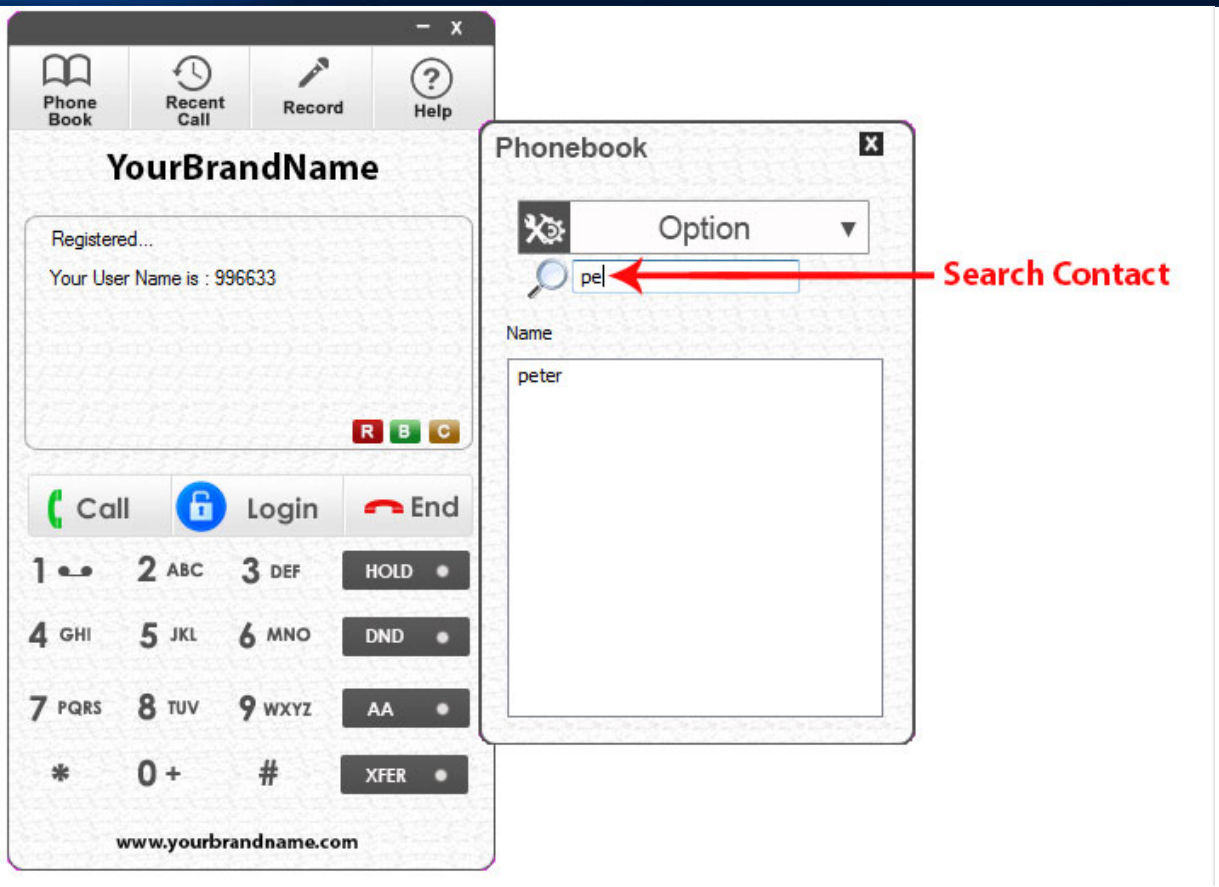

Fig 4.2

4.3 Call to Contact

- Click on "**Phone Book**" Tab or Right click on the Softphone Interface and Select "**Phone Book**" Option.
- Search the contact name you want to call.
- Right click on the name of contact in the contact list.
- Select **Call**. (Fig 4.3)

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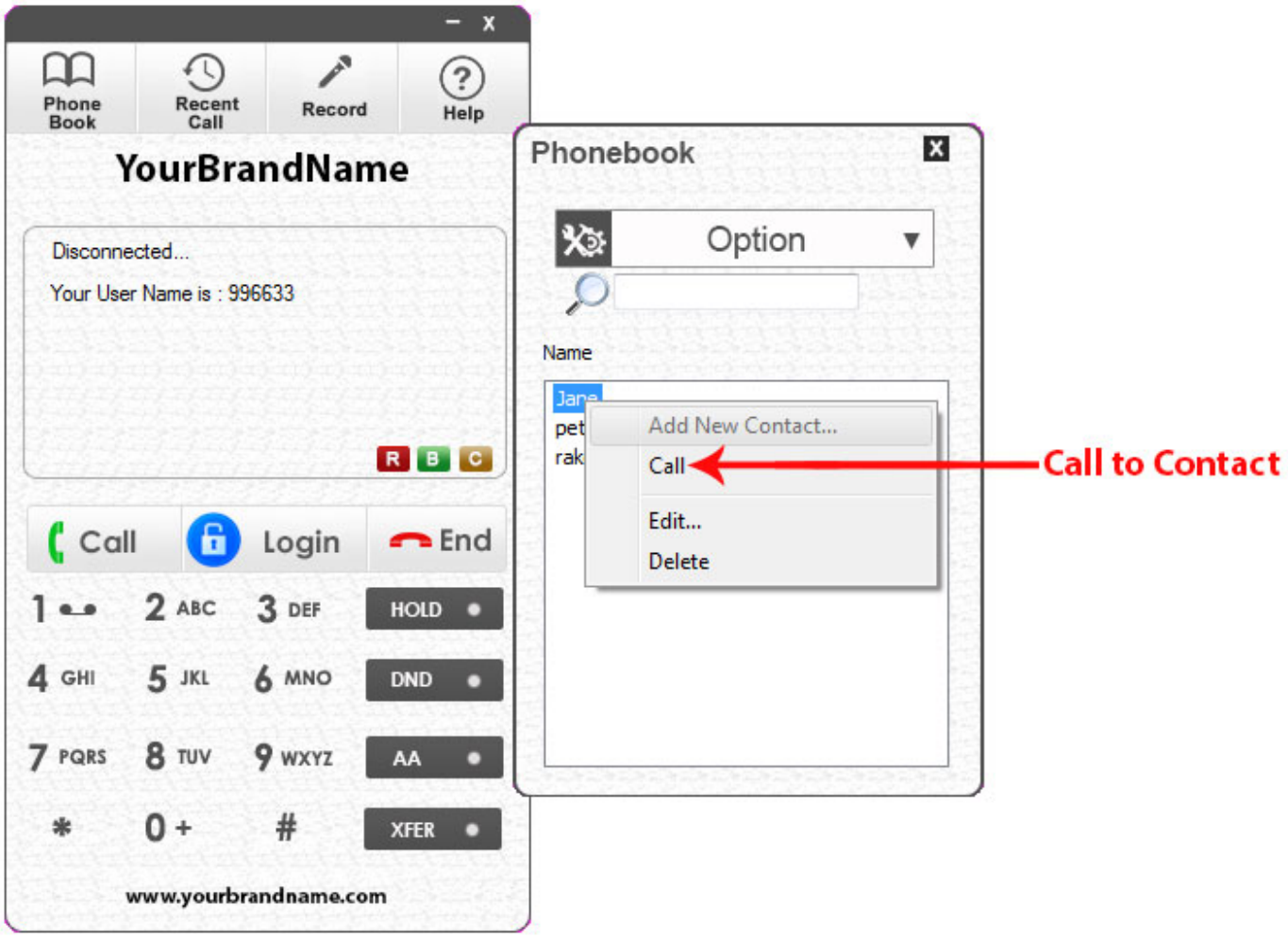

Fig.4.3

4.4 Edit Contact

- Click on "**Phone Book**" Tab or Right click on the Softphone Interface and Select "**Phone Book**" Option.
- Search the contact name you want to edit.
- Right click on the name of contact in contact list.
- Select "**Edit**". As shown in fig 4.4
- Make desired changes.
- Click Ok.

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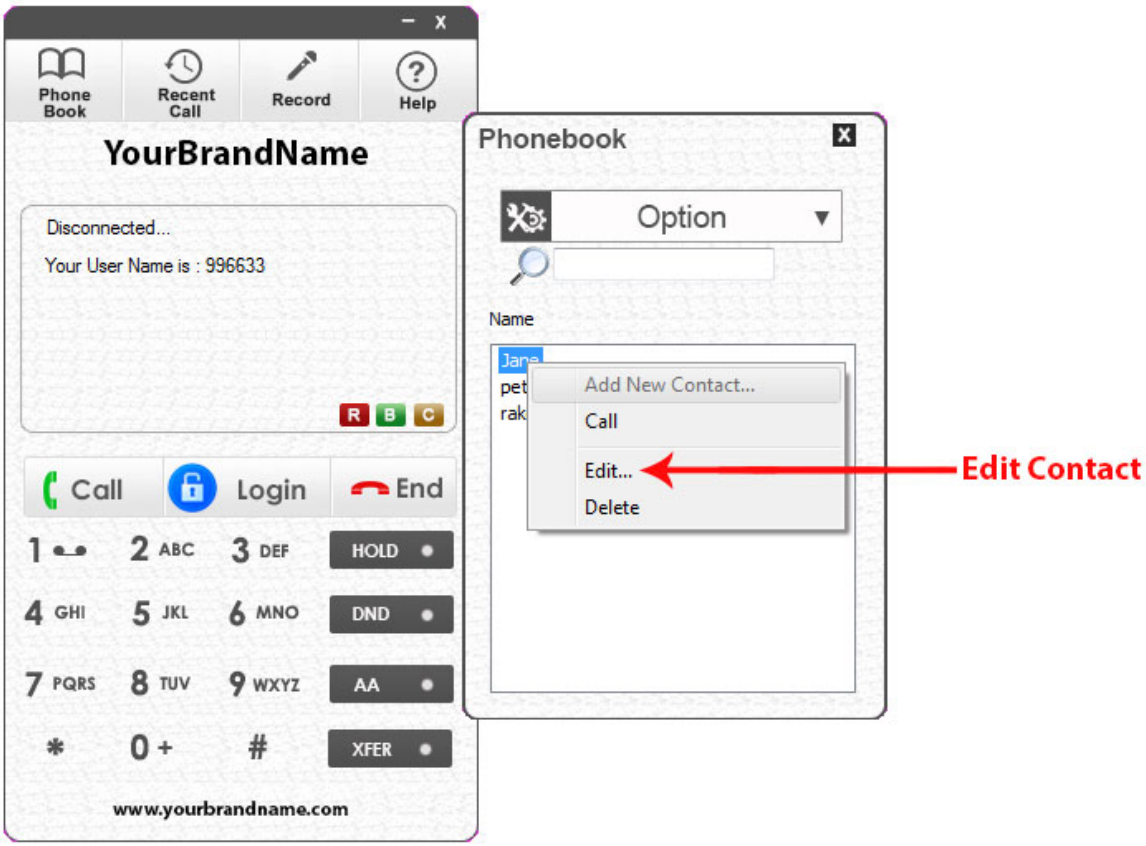

Fig.4.4

4.5 Delete Contact

- Right click on the Softphone Interface and Select Phone book.
- Search the contact name you want to delete.
- Right click on the name of contact in contact list.
- Select “Delete”.
- Click Ok.

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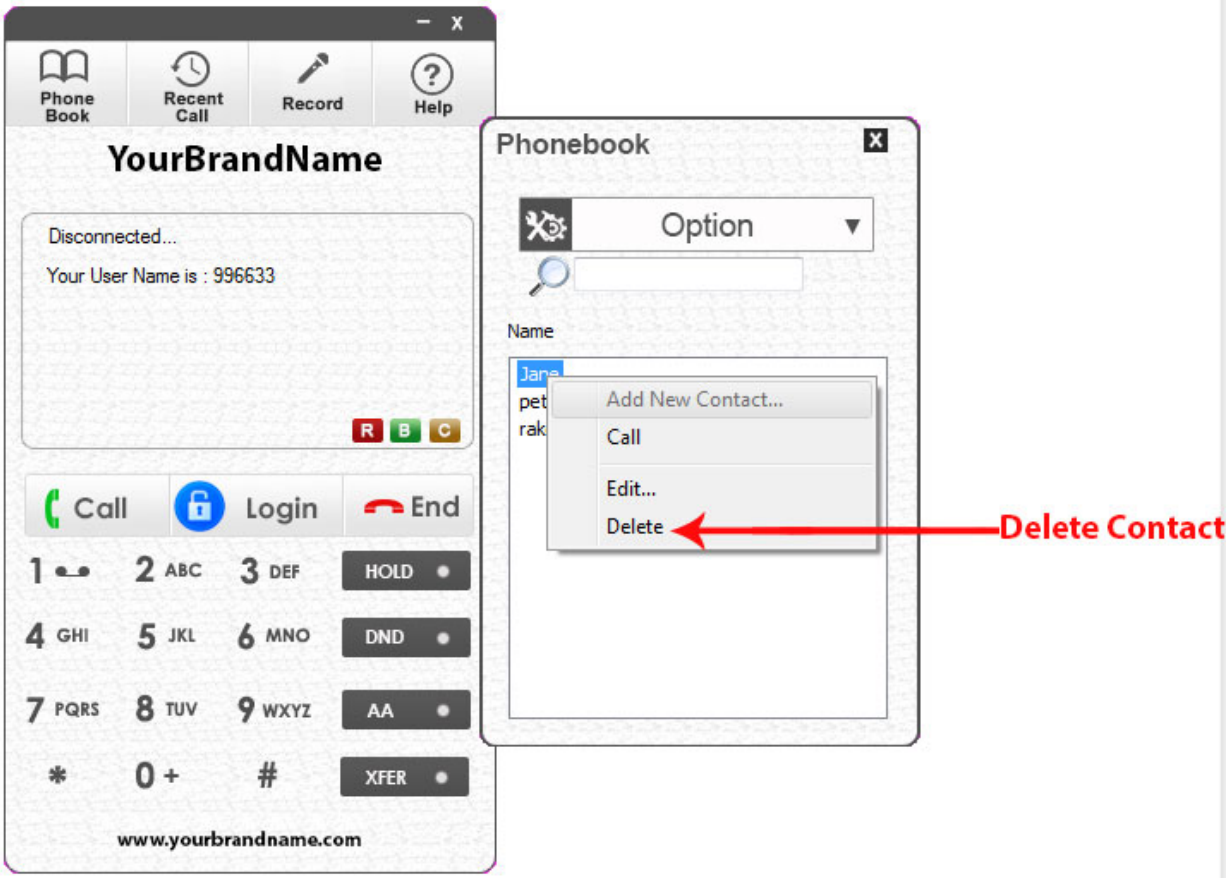

Fig.4.5

5. Using Recent Call

The Softphone stores all the call history of users. By using the recent call functionality, you will get the full call history of all Calls.

To use Recent call click on ->

-> You will get all Calls details. As shown in fig-5

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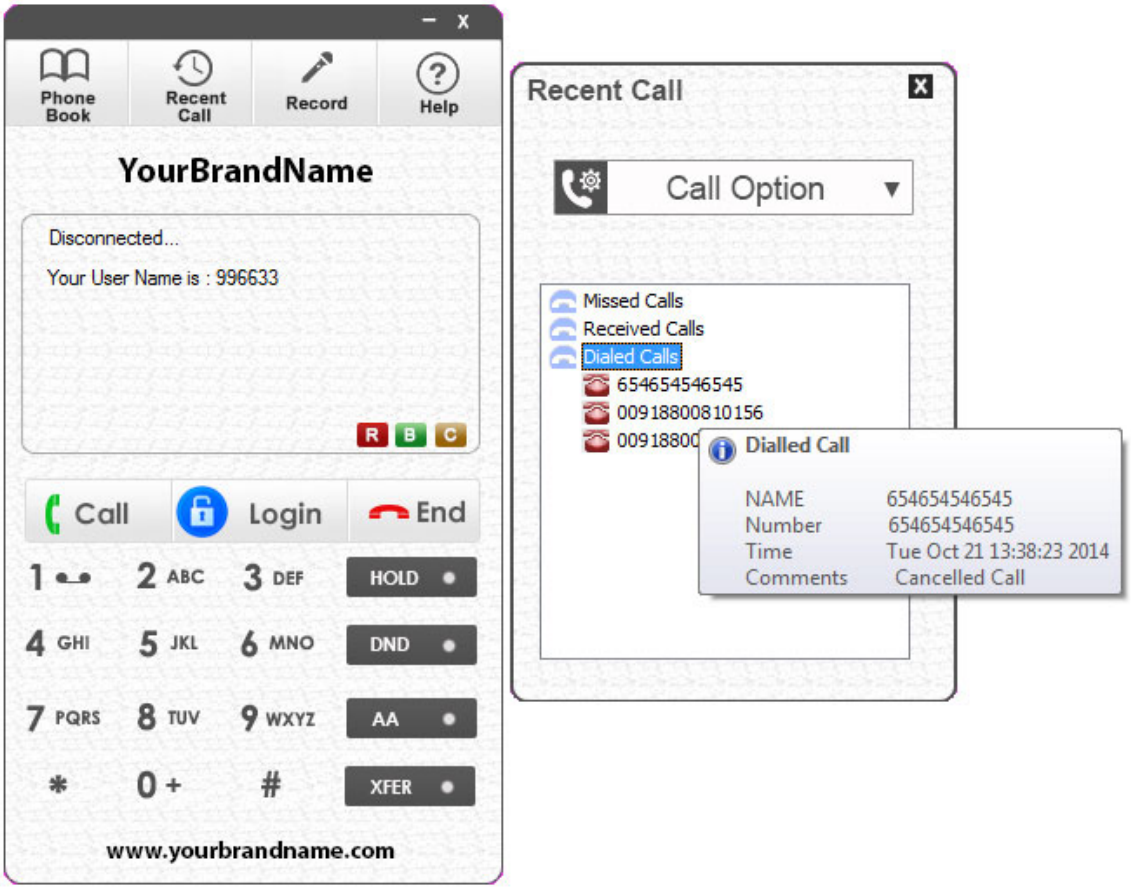

Fig.5

6. Trouble Shooting

Problem	Possible Reason	Suggestion
Problem in starting after Login	Any other SIP software is running	Close that software
Keep showing Registering... (you will find error message)	Internet Connection is too slow or Drop / Server Not responding	Check your Internet Connection / server setting
	User and password is wrong	Cross check username and password (password is case sensitive)
Voice is too slow / voice is not audible	System volume is Low / sound driver not present / disable	Increase Volume by using system volume / Install proper Sound driver / enable driver

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7. Getting Help

In order to get the additional help regarding installation and implementation of Softphone, contact any of the following Customer Support Service:

Web support

To get the latest updates and information about your Softphone software, you can visit our support website at:
https://www.hostedvoips.com/

OR,

E-mail Us: hosted@hostedvoips.com

Call support

For getting the technical support over phone regarding our product, please make a call at our support number:
India Office: + 91-120- 6450129

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8. Contact Us

Support:
Tel:-91-120-6450129 (India)
Email: hosted@hostedvoips.com

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